



PATENT APPLICATION

Sheet 1 of 2

FORM PTO-1449

LIST OF PATENTS AND PUBLICATIONS FOR
APPLICANT'S INFORMATION DISCLOSURE
STATEMENT

(Use several sheets if necessary)

ATTY. DOCKET NO.

20990041 US

SERIAL NO.

09/760,099

APPLICANT

F. ULMER, et al.

FILING DATE

January 11, 2001

GROUP

NYA

REFERENCE DESIGNATION

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS
	1A				
	1B				
	1C				
	1D				
	1E				
	1F				
	1G				
	1H				
	1I				
	1J				
	1K				

FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	TRANSLATION
						YES
	1L					
	1M					
	1N					
	1O					
	1P					

OTHER REFERENCES (including Author, Title, Date, Pertinent Pages, etc.)

A6	1Q	W. Richard Stevens, "TCP / IP Illustrated", Volume 1, The Protocols, 1994, pages 1-2; 53-64; 85-96; 359-388 ✓ English
	1R	http://www.dmtf.org/spec/dmis.html, no date ✓ English
A6	1S	http://www.dmtf.org/wbem/index.html, no date ✓ English
A6		

EXAMINER

Avi Gold

DATE CONSIDERED

6/3/04

O I P E
MAY 14 2001
SC106
PATENT TRADEMARK OFFICE

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	2A				
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	2I				
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							YES
		2L					
		2M					
		2N					
		2O					
		2P					

OTHER REFERENCES (including Author, Title, Date, Pertinent Pages, etc.)

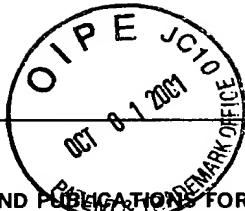
AG	2Q	http://www.w3.org/tr/rec-xml, 10 February 1998 ✓ English
	2R	
	2S	

EXAMINER

Arin Gold

DATE CONSIDERED

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ATTY. DOCKET NO. 20990041US	APPLICATION NO. 09/460,099	CONFIRMATION NO. 1689
APPLICANT		
ULMER, et al.	FILING DATE January 11, 2001	GROUP 2151

REFERENCE DESIGNATION

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS
1A					<i>RECEIVED</i>
1B					<i>OCT 04 2001</i>
1C					<i>Group 2100</i>
1D					
1E					
1F					
1G					
1H					
1I					
1J					
1K					

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	TRANSLATION	
							YES	NO
<i>AG</i>	1L	EP 0 632 382	Jan. 4, 1995	Bull HN Information				
	1M			Systems, Inc.			X	
	1N							
	1O							
	1P							

OTHER REFERENCES (including Author, Title, Date, Pertinent Pages, etc.)

<i>AG</i>	1Q	John P.T. Mo et al., "An integrated process model driven knowledge based system for remote customer support", vol. 37, no. 3, 1 November 1998, COMPUTERS IN INDUSTRY, pages 171-183. English
<i>AG</i>	1R	"Automated Problem Reporting" IBM Technical Disclosure Bulletin, vol. 32, no. 6A, 1 November 1989, pages 466-468. English
<i>AG</i>	1S	"Remote Operation of Control Panel for a Data Processing System", IBM Technical Disclosure Bulletin, vol. 35, no. 2, 1 July 1992, pages 75-78. English

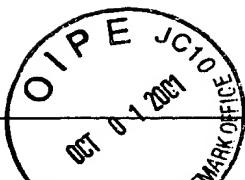
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ATTY. DOCKET NO. 20990041US	APPLICATION NO. 09/460,099	CONFIRMATION NO.
APPLICANT ULMER, et al.		
FILING DATE January 11, 2001	GROUP 2151	

REFERENCE DESIGNATION

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2A					<i>RECEIVED</i>
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						YES
						NO
2L						
2M						
2N						
2O						
2P						

OTHER REFERENCES (including Author, Title, Date, Pertinent Pages, etc.)

<i>AG</i>	2Q	European Search Report dated 13 September 2001(pertaining to EP application No. 01 100 685.5).
	2R	
	2S	

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